



SIB 09 01 25

2025-03-11

REMOTE SOFTWARE UPGRADE (RSU) FOR SERVICE ACTION

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input checked="" type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE FRIENDLY

MODEL

E-Series
ALL

SITUATION

Remote Software Upgrade (RSU) allows a vehicle's software to be updated quickly and without much effort. From now on, these advantages will also be used in the event of a warranty repair. For example, when processing a service action that only requires programming.

With an update of the vehicle software via RSU by the service workshop:

- Workshop capacities are used more efficiently
- Productive Service Department personnel are not tied up
- Valuable work surfaces are not unnecessarily blocked

BMW AG has decided to introduce RSU for processing service actions that only require programming. RSU must be preferred for a service action if the affected vehicle has a RSU available with the required software or a higher version.


PROCEDURE

FIRST STEP: Checking for RSU which is ready to install, and the I-Level after the upgrade is the required software level in the Dealer Cockpit.

Open **Dealer Cockpit** via the **S-Gate** dealer portal or **AWP** and enter the 17-digit vehicle identification number (VIN).

In the area **BOOKED CONNECTED DRIVE SERVICES**, select the **Remote Software Upgrade** menu item.
(picture revised on 3/11/2025)

BOOKED CONNECTED DRIVE SERVICES:

- ▶ ●  Connected Package Professional

- ▶ ● Automatic Map Update

- ▶ ● BMW Digital Key Plus ⓘ No main digital key created

- ▶ ● BMW Drive Recorder

- ▶ ● BMW Remote Services

- ▶ ● BMW TeleService

- ▶ ● BMW_ID

- ▶ ● Backend_Functions_Bundle


- ▶ ● ConnectedDrive Services

- ▶ ● Entertainment

- ▶ ● IPA_Lifetime

- ▶ ● Intelligent emergency call

- ▶ ● Mapping_Enablement

- ▶ ● Remote Software Upgrade  SU available

Depending on the selected vehicle, the menu item **Remote Software Upgrade** can be found in different locations. In this case, scroll down in the **Digital Standard** area and then select the **Remote Software Upgrade** menu item. (picture revised on 3/11/2025)

BOOKED CONNECTED DRIVE SERVICES:

▼ ● 🌐 Digital Standard ⓘ No main digital key created No RSU available

⚠️ There is a problem with this function. Additional steps in the vehicle

BOOKED UNTIL: **Unlimited** ⓘ ACTIVATION STATUS: ● **Activation in progress**

WHAT IS BMW DIGITAL STANDARD EQUIPMENT CAPABLE OF? BMW encounter while driving. You can configure these systems however you lik
▼ Show more

🌐 PRODUCTS INCLUDED

- BMW Maps
- BMW Online
- BMW Remote Services
- BMW TeleService
- Intelligent emergency call
- PRD-127
- PRD-235
- REMOTE 3D VIEW

Remote Software Upgrade



Current status **Ongoing upgrade**

START ONGOING UPGRADE:	03/07/2025 5:27:17 PM
TRIGGERED BY:	BMW backend system
I LEVEL BEFORE UPGRADE:	G070-24-11-528
I LEVEL AFTER UPGRADE:	G070-24-11-574
DOWNLOAD VIA:	My BMW/MINI app and/or vehicle SIM card
UPGRADE VALID UNTIL:	06/05/2025 5:26:32 PM
CURRENT STATUS OF THE UPGRADE:	Ready for installation
STATUS OF THE UPGRADE LAST CHANGED:	03/07/2025 5:27:17 PM

In the **Remote Software Upgrade** menu check the availability of **RSU** in the **Ongoing upgrade** tab.
(picture revised on 3/11/2025)

If the “**CURRENT STATUS OF THE UPGRADE**” is “**Ready for installation**” and “**I-LEVEL AFTER UPGRADE**” is the **required software level** of service action or **higher**, the service action must be performed by **Remote Software Upgrade**.

In case there is no **Ongoing upgrade**, or the “**CURRENT STATUS OF THE UPGRADE**” is not “**Ready for installation**” or the “**I-LEVEL AFTER UPGRADE**” is not the **required software level** of service action or **lower**; the service action **cannot** be performed by **Remote Software Upgrade**. Switch back to the service action and follow the instructions.

Second Step: Start of a Remote Software Upgrade installation in the vehicle

Start the engine in the vehicle and let it run for ten seconds. Switch off the engine. Open the **System Settings** vehicle app, select **Remote Software Upgrade** and follow the instructions to install it in the vehicle.

To perform a Remote Software Upgrade, preconditions are required. Preconditions that have not been met may mean that the RSU offer is not displayed in the vehicle.

Check and establish the following preconditions (depending on vehicle equipment):

- Vehicle is parked on a flat surface
- Automatic transmission is in park (P)
- No connector plugged into the diagnostic socket
- No connector plugged into the trailer socket
- Emergency/parking brake is applied
- Vehicle key in the vehicle
- Vehicle exterior lighting is switched off
- Hazard warning lights are switched off

The following images show an example of BMW Group's Operating System 9. Depending on the vehicle and its respective Operating System, the display appearance may differ slightly.



Park the vehicle in a suitable parking space and apply the parking brake. Confirm to start.



Certain preconditions are checked by the vehicle before installation starts. If these preconditions are not met, a notice is shown on the Central Information Display. Establish preconditions to start the installation.



Select **Start installation**.

No further interaction is required.

Leave and lock the vehicle for the duration of installation.

The installation is carried out independently and takes approx. 20 minutes.



After 20 to 30 minutes, check whether the installation was successful.



In case RSU installation is not available because the battery charge status is too low, switch to “service action” and proceed as RSU is unavailable.

Example showing BMW Operating System 8. Depending on the vehicle, the display may differ slightly.

CLAIM INFORMATION

The claim submission information is available in the Service Information Bulletin that applies.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

